Modified Enlarged 18pt

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Monday 9 January 2023 – Afternoon

Level 1/2 Cambridge Nationals in Health and Social Care

R021/01 Essential Values of Care for Use with Individuals in Care Settings

Time allowed: 1 hour
plus your additional time allowance

No extra materials are needed.

Please write clearly in black ink.

Centre number | | | | | |

Candidate number | | | | |

First name(s) _____

Last name _____

READ INSTRUCTIONS OVERLEAF

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INSTRUCTIONS

Use black ink.

Write your answer to each question in the space provided. If you need extra space use the lined page at the end of this booklet. The question numbers must be clearly shown.

Answer ALL the questions.

INFORMATION

The total mark for this paper is 60.

The marks for each question are shown in brackets [ ].

ADVICE

Read each question carefully before you start your answer.

SECTION A

Answer ALL the questions.

1 Sundip manages a residential home that cares for adults over 75. The residents enjoy taking part in various activities such as art, music, crafts, gardening and quizzes.

Some residents need assistance to move around safely and to take part in activities. Others depend on staff for getting out of bed, dressing and other tasks which involve moving and handling.

Sundip is concerned because recently there have been a number of injuries to staff caused by moving and handling. She decides to arrange some moving and handling training for the staff.

(a) Explain ONE way staff at the residential home can support the residents' right to equal and fair treatment.

_____

_____

_____

_____

_____ **[2]**

(b) Describe ONE way staff at the residential home can make sure that the ACTIVITIES provided support the diversity of the residents.

_____

_____

_____

_____

_____ **[2]**

(c) **Explain how the moving and handling training will help to protect both the RESIDENTS and STAFF.**

_____ **[6]**

2 **Progress House Nursery School is holding interviews for a new Office Manager.**

Beth, who uses a hearing aid and is a wheelchair user, is invited to attend an interview for the job.

(a) Explain ways Progress House Nursery School can support Beth when she attends her interview. [6]

_____

_____

_____

_____

(b) Name the piece of legislation that Progress House Nursery School must follow to make sure the interview questions do not discriminate against anyone.

_____ **[1]**

(c) Tick the THREE interview questions in the table that do NOT meet the requirements of the piece of legislation you have named. [3]

Interview questions	Tick (✓) 3 only
Describe yourself in three words.	
How many children do you have?	
How old are you?	
Tell us about the skills you can bring to this job role.	
Tell us about your approach to effective communication.	
Tell us why we should give you this job.	
What is your religion?	

Beth's interview is successful and she is now the new Office Manager.

One of the office staff makes a discriminatory comment about 'someone with a disability not being able to run the office.'

(d) **Describe ONE way of challenging this discriminatory behaviour.**

_____

_____

_____

_____

_____ **[2]**

3 **During an inspection of the local hospital's Accident and Emergency Department, the inspectors were concerned that:**

Areas of the emergency department were untidy and messy with boxes of equipment and other items left lying around.

Privacy was not always maintained; curtains were not drawn around the cubicles.

A computer screen displaying patient details was left unlocked where anyone walking past could read it.

Only male staff were available most of the time.

Poor hand hygiene by some medical staff was seen.

There were no records of any risk assessments having been carried out.

(a) Name TWO pieces of legislation that are NOT being followed by the Accident and Emergency Department.

1 _____

2 _____

[2]

(b) One of the patients from the emergency department wants to make a complaint.

State TWO pieces of information that the staff could provide, about how to make a complaint.

1 _____

_____

2 _____

_____

[2]

(c) The Accident and Emergency Department staff are not applying the values of care.

Describe the PHYSICAL and EMOTIONAL effects this will have on the patients.

Your answer must provide:

examples of values of care NOT being applied physical and emotional effects this will have on patients. [8]

SECTION B

Answer ALL the questions.

4 (a) Explain why it is important for health and social care workers to have good personal hygiene.

Your explanation should include why it is important to:

shower regularly
wash hair regularly
cover open wounds. [5]

(b) **State THREE early years values of care and give an example of each in practice.**

1 – Early years value of care _____

_____

Example _____

_____

_____

2 – Early years value of care _____

_____

Example _____

_____

_____

3 – Early years value of care _____

_____

Example _____

_____

_____

[6]

(c) **Describe THREE steps in a fire evacuation procedure for a care setting.**

1 _____

_____

_____

_____

2 _____

_____

_____

_____

3 _____

_____

_____

_____

[6]

5 (a) Terms used in health and social care settings are listed below.

Match ONE of the terms with each example. Use words from the list. You can use each word ONCE ONLY OR NOT AT ALL. [4]

advocacy
choice
empowerment
equality
paramount

Example	Term
Enabling individuals to take control of their lives	
Individuals having the same rights and opportunities as everyone else	
Something of high importance	
Speaking on behalf of an individual	

(b) **Outline ways that the Mental Health Act supports an individual's rights.**

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____ **[5]**

END OF QUESTION PAPER

ADDITIONAL ANSWER SPACE

If additional space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s).

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